

NIH CLINICAL CENTER NURSING & PATIENT CARES SERVICES
ANNUAL CLINICAL CENTER COMPETENCY ASSESSMENT

Name: _____

Work Area: _____

Key: **V – Verbalization** **D – Demonstration** **T – Test/Quiz** **DR – Documentation Review** **O - Other**

Competency: Safety and Emergency Preparedness – Engages in proper safety, emergency preparedness, and infection control.

Behavioral Indicators	Assessment Method	Comments
1. <u>Safety and Emergency Preparedness</u> : Demonstrates and/or describes how to respond to an emergency involving a life threatening medical condition, security incident, failure of a critical building utility, fire or other hazardous material incident according to procedures outlined in the Emergency Handbook.	D, V	
2. <u>Infection Control</u> : Demonstrates proper universal precautions and appropriate measures for preventing the spread of infection.	D	

Final Rating: ☐ Meets Expectation ☐ Fails to Meet Expectation

Competency: Diversity Appreciation and Communication – Effectively communicates and interacts with patients, their families, and other external and internal customers (including fellow employees) from diverse backgrounds.

Behavioral Indicators	Assessment Method	Comments
1. Listens to others, asks for clarification when needed, and expresses one's own point of view in an objective and issue-oriented manner.	D	
2. Is alert for and constructively challenges inappropriate or offensive behaviors.	D, V	
3. Encourages diverse opinions and ideas when engaged in work projects or hospital activities.	D	
4. Demonstrates and/or describes how to use translation services.	D, V	
5. Demonstrates and/or describes how to use appropriate hospital services when needed to communicate with all employees and patients with speech and hearing disorders.	D, V	

Final Rating: ☐ Meets Expectation ☐ Fails to Meet Expectation

Competency: Quality Improvement – Provides quality service in all endeavors by supporting initiatives designed to improve individual and organizational performance.		
Behavioral Indicators	Assessment Method	Comments
1. Verbalizes knowledge of the Clinical Center's mission, vision, and values.	V	
2. Verbalizes knowledge of the quality improvement process.	V	
3. Participates in the performance improvement process.	D, DR	
Final Rating: <input type="checkbox"/> Meets Expectation <input type="checkbox"/> Fails to Meet Expectation		
Competency: Customer Service – Anticipates, assesses, and responds effectively to the needs of diverse customers both internal and external, making excellent customer service the first priority.		
Behavioral Indicators	Assessment Method	Comments
1. Demonstrates courtesy to customers.	D	
2. Promptly answers the telephone with identification of self and service.	D	
3. Demonstrates active listening by acknowledging and clarifying verbal messages to validate understanding.	D	
4. Seeks information to better understand customer needs and requests.	D, V	
5. Proactively keeps customers informed by giving timely and appropriate information.	D, V	
6. Assesses problem situations and initiates effective interventions.	D	
7. Diffuses sensitive or difficult customer situations and creates a climate for mutual problem solving.	D	
8. Explores ways of accommodating customer requests, cultural practices, and the needs of different age populations.	D, V	
9. Demonstrates through daily interactions that all individuals in the Clinical Center are customers.	D	
10. Collaborates with staff in other departments to effectively meet customer's service needs.	D	
Final Rating: <input type="checkbox"/> Meets Expectation <input type="checkbox"/> Fails to Meet Expectation		

Employee's signature _____

Date _____

Manager's signature _____

Date _____